



**TABLE GAMES
MEMORANDUM**

To: Wayne Hooke; Peter Lawrence

Copy: Xavier Walsh; John Salomone; Mark Mackay; Mary Gioras; Sonja Bauer; Jan Williamson; Rob Meade

From: Tim Barnett

Date: 24 May, 2021

Subject: **Customers in default of CCF**

This is a reminder that at the Table Games Credit Committee meeting on 25 February, 2021 it was decided that Crown Melbourne would no longer follow the casino industry convention of allowing customers in default of their Cheque Cashing Facility (CCF) to continue to play and use a portion of any winnings to pay down the outstanding amount.

A further enhancement to this position is that effective immediately, all customers in default will now have stop codes applied restricting access to Crown member rooms and from participating in any promotions until such time as their CCF has been cleared. After payment of the CCF, the customer will be subject to review by Responsible Gambling prior to reinstatement to member privileges in line with their Crown Rewards membership tier.